

KC BizCare – Business Customer Service Center

DATE: October 2, 2013

TO: Richard Usher, Assistant City Manager for Small Business & Entrepreneurship

FROM: John Pajor, KC BizCare

SUBJECT: Monthly Report – August 2013

Our review of activities during the month of August includes a brief look at the breadth of resources available to people in Kansas City who want to pursue entrepreneurship. This includes learning opportunities provided by government, nonprofit and for-profit sectors. Here are some examples:

- On August 6, the City of Kansas City and a coalition of corporate sponsors hosted the 5th Annual Government Contracting and Procurement Forum at Bartle Hall. This annual forum is an excellent opportunity for small companies to network with government agencies and private companies.
- On August 10, the Urban Summit, a network of community leaders, sponsored an economic
 development and entrepreneurship mini-summit. The event was open to the public and featured a
 panel of speakers including City Manager Troy Schulte, KCMO Superintendent of Schools Dr.
 Stephen Green and the CEO of the Full Employment Council Clyde McQueen. Participants received
 the opportunity for assistance with business plan writing and information about business startup.
- On August 15, KC BizCare arranged for several of our customers to beta test a new application called BizFriendly. This online tool developed by Code for America fellows helps business owners enhance the technical skills they need to promote their businesses via the internet.

In addition to these one-time events, an expanding number of regularly occurring events and resources are available to enterprising individuals. The weekly 1 Million Cups presentations at the Kauffman Foundation provide an opportunity for novice and experienced entrepreneurs to obtain practical information about starting and growing a business. The wealth of information contained in these conversations is available on video at www.1MillionCups.com.

The Kauffman Foundation webpage includes high level academic research on economic development as well as the lively and entertaining "Sketchbook" series of short videos and the "Top of Mind" interviews with innovative entrepreneurs.

Kansas City Public Television hosts a series titled "Start-ups, Made in Kansas City." These shows highlight area residents who have taken a new business from the concept phase to implementation.

The Hitchhikers Guide to the Kansas City Startup Community can be found on the website of the Kansas City Startup Village(www.kcsv.org). The guide is a directory of movements, initiatives and meet-ups for people who are developing new ventures in our community.

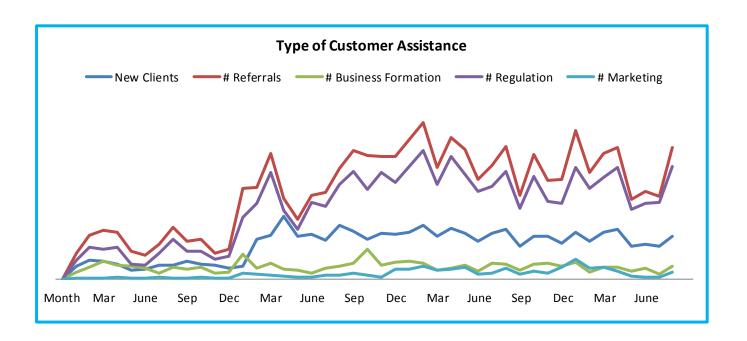
We will continue to track the development of these and other initiatives as they unfold so we can connect our customers with the existing and emerging resources in the Kansas City area.

Networking Contacts	August 2013
Entity	Date
City Prosecutor's Office	8/1/2013
Urban Summit	8/2/2013
Southtown Brookside Waldo Council	8/5/2013
Kauffman Foundation - 1 Million Cups	8/7/2013
The Housing Authority of Kansas City	8/8/2013
Kauffman Foundation - 1 Million Cups	8/21/2013
Kauffman Foundation - 1 Million Cups	8/38/2013
Mayor & City Council	8/30/2013

Month	New Clients	First Time in Business	%	Home-based Business	%
Aug-11	200	22	11.0%	77	38.5%
September	180	56	31.1%	56	31.1%
October	148	40	27.0%	47	31.8%
November	170	45	26.5%	45	26.5%
December	166	48	28.9%	41	24.7%
January	175	59	33.7%	55	31.4%
February	201	86	42.8%	72	35.8%
March	161	72	44.7%	61	37.9%
April	189	87	46.0%	70	37.0%
May	169	81	47.9%	62	36.7%
June	140	62	44.3%	55	39.3%
July	172	70	40.7%	50	29.1%
Aug-12	185	69	37.3%	54	29.2%
September	123	56	45.5%	39	31.7%
October	160	65	40.6%	52	32.5%
November	160	45	28.1%	41	25.6%
December	134	52	38.8%	31	23.1%
January	175	79	45.1%	65	37.1%
February	141	72	51.1%	48	34.0%
March	175	62	35.4%	65	37.1%
April	185	76	41.1%	65	35.1%
May	121	54	44.6%	43	35.5%
June	129	64	49.6%	52	40.3%
July	121	70	57.9%	45	37.2%
Aug-13	160	69	43.1%	56	35.0%
	4040	1561	38.6%	1347	33.3%

Referrals to City, State, Federal Departments & Resource	Partners - August 2013	# of
Entity	Type of Referral	Referrals
City Departments		
City Clerk's Office	Regulatory	1
Finance - Earnings Tax	Regulatory	2
Finance - Business Licensing	Regulatory	132
Fire Marshall	Regulatory	1
General Services - Procurement	Business Formation	1
Health - Air Quality	Regulatory	1
Health - Food Protection	Regulatory	10
Neighborhood & Community Services - Property Registration	Regulatory	1
Neighborhood & Community Services - Regulated Industries	Regulatory	7
Planning & Development - Building Codes	Regulatory	2
Planning & Development - Development Management	Regulatory	3
Planning & Development - Home-based Business, IB # 117	Regulatory	56
Planning & Development - Investigations Division	Regulatory	1
Planning & Development - Permits Division	Regulatory	14
Planning & Development - Zoning Clearance	Regulatory	129
State Departments		
Missouri Dept of Revenue	Regulatory	18
Missouri Dept of Social Services	Regulatory	1
Missouri Secretary of State	Regulatory	25
Federal Departments & Agencies		
IRS Small Business & Taxpayer Information	Regulatory	18
US Copyright Office	Business Formation	12
Resource Partners		
5008 Construction Incubator	Business Formation	1
Buy Black Empowerment Initiative	Business Formation/Marketing	1
City of Lee's Summit - Business Licensing	Business Formation	1
Entrepreneurial Legal Services Clinic - UMKC	Business Formation	14
Ethnic Enrichment Commission	Business Formation	1
Farm to Table Kitchen - City Market	Business Formation	2
Google - Get Your Business Online	Business Formation/Marketing	1
H & R Block Business & Career Center	Business Formation	1
Hispanic Chamber of Commerce of Greater Kansas City	Business Formation/Marketing	1
Hispanic Economic Development Corporation	Business Formation/Marketing	3
Independence Regional Ennovation Center	Business Formation	2
Internet Webpage	Business Formation/Marketing	13
Jackson County Economic Development	Business Formation	1
Justine Petersen Micro-lending Program	Business Formation	2
Kauffman Foundation	Business Formation	3
KC Food Truck Association	Business Formation/Marketing	1
KCSourceLink	Business Formation/Marketing	6
Midwest Center for Nonprofit Leadership	Business Formation	1
SCORE of Kansas City	Business Formation	1
UMKC Small Business & Technology Center	Business Formation	3
Total Referrals:		494





Active Clients June 2009 - Dec 2010	471	542	608	664	695	732	783	850	905	955	993	1041
Month of 2010	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	95	162	181	174	102	89	131	193	142	150	94	111
Number assisted with business formation	23	43	66	52	47	39	22	44	34	43	20	26
Number assisted with regulatory/licensing	69	118	109	118	54	49	96	147	105	103	72	84
Number assisted with marketing	3	1	1	4	1	1	4	2	3	4	2	1
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	9	9	3	8	6	5	5	5	6	7	7	4
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2011 - Dec 2011	1189	1351	1586	1744	1871	2022	2117	2317	2497	2645	2815	2981
Month of 2011	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	341	345	472	302	222	313	324	413	481	462	460	460
Number assisted with business formation	92	40	57	35	31	22	38	46	57	111	52	61
Number assisted with regulatory/licensing	231	283	401	259	185	286	273	355	402	290	401	364
Number assisted with marketing	22	18	14	8	6	5	13	12	22	14	7	35
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	N/A	100%	100%									
Number of networking events	7	4	9	2	6	7	9	13	9	10	13	10
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2012 - Dec 2012	3156	3357	3518	3707	3876	4016	4188	4370	4493	4653	4813	4947
Month of 2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of referrals	524	586	419	531	486	374	427	496	314	468	371	374
Number assisted with business formation	66	57	33	38	49	29	60	56	33	53	58	46
Number assisted with regulatory/licensing	421	483	354	459	394	329	346	402	263	386	292	284
Number assisted with marketing	37	47	32	34	43	16	21	38	18	29	21	44
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	4	20	18	8	11	16	7	11	7	8	14	7

Active Clients Jan 2013 - Dec 2013	5122	5263	5438	5623	5744	5873	5994	6154
Month of 2013	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Number of referrals	556	400	472	493	299	329	310	494
Number assisted with business formation	63	23	45	43	29	40	16	46
Number assisted with regulatory/licensing	420	339	382	420	261	283	289	422
Number assisted with marketing	73	38	45	30	9	6	5	26
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	10	10	7	17	11	11	13	8